



PROGRAM REPRESENTATIVE 1 AND 2 SERIES

Exam Code: 0PB15

This multi-level examination is for:

4299-6840-0PB15-01 PROGRAM REPRESENTATIVE 1, DCA
4299-6823-0PB15-02 PROGRAM REPRESENTATIVE 2 (SPECIALIST), DCA

Department: Department of Consumer Affairs
Opening Date: 05/19/2010 3:00 PM
Final Filing Date: Continuous
Type of Examination: Departmental Open
Salary: MONTHLY-RANGED-SALARY - \$4,454.00 to \$5,363.00 (PR1)
MONTHLY-RANGED-SALARY - \$4,889.00 to \$5,898.00 (PR2)
Tenure/Time-base: Permanent Full-time
Permanent Part-time
Permanent Intermittent
Limited Term Full-time
Limited Term Part-Time
Limited Term Intermittent
Exam Type: Statewide

EEO

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

DRUG-FREE STATEMENT

It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

WHO SHOULD APPLY?

Applicants who meet the Minimum Qualifications as stated on this bulletin may apply for and take this Training and Experience Evaluation at any time.

Once you have taken the Training and Experience Evaluation, you may not retake it for six (6) months.

FILING INSTRUCTIONS

Final Filing Date: Continuous

Where to Apply: Click the link at the bottom of this bulletin.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact the California Department of Human Resources (CalHR), Examination Services at (866) 844-8671, or via the California Relay Service for the Deaf or Hard of Hearing at (800) 735-2929 from TTY Phones and (800) 735-2922 from voice phones.

ELIGIBLE LIST INFORMATION

An open, merged eligible list will be established by the California Department of Human Resources for use by the Department of Consumer Affairs. The names of successful competitors will be merged onto the eligible list in order of final score regardless of test date. Eligibility expires <length of eligibility> months after it is established. Competitors must then retake the Training and Experience Evaluation to reestablish eligibility.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the test is taken.

MINIMUM QUALIFICATIONS

PROGRAM REPRESENTATIVE I, DEPARTMENT OF CONSUMER AFFAIRS

EITHER I

Two years of experience in the California state service performing automotive complaint resolving duties equivalent to a Team Associate I, Range C, Department of Consumer Affairs, and one year of experience performing automotive mechanical or collision repair or automotive mechanical or collision inspection duties. (Completion of the requirements for a certificate in automotive mechanic technology at the junior college level may be substituted for one year of the required experience.)

OR II

Four years of experience performing automotive mechanical or collision repair or automotive mechanical or collision inspection duties. (Experience in California state service applied toward this pattern shall include at least one year of experience at a level of responsibility equivalent to a Team Associate I, Range C, Department of Consumer Affairs.) (College or trade school education in automotive engineering or automotive mechanics may be substituted for two years of the required experience on a year-for-year basis.)

PROGRAM REPRESENTATIVE II (SPECIALIST), DEPARTMENT OF CONSUMER AFFAIRS

EITHER I

One year of experience in the California state service performing the duties of a Program Representative I, Department of Consumer Affairs.

OR II

Five years of full-time journey level automotive mechanical repair or automotive mechanical inspection

experience. (Experience in California state service applied toward this pattern shall include at least one year of experience at a level of responsibility equivalent to that of a Program Representative I, Department of Consumer Affairs.) (College or trade school education in automotive engineering or automotive mechanics may be substituted for two years of the required experience on a year-for-year basis.)

POSITION DESCRIPTION

PROGRAM REPRESENTATIVE I, DEPARTMENT OF CONSUMER AFFAIRS

This is the entry level for this series. Under general supervision, incumbents inquire into consumer complaints which require a knowledge of automobile mechanics and pollution control systems; mediate complaints between consumers and automobile repair shops and uncover practices that may be fraudulent; provide instructions and information to technicians, mechanics, garage owners, and consumers regarding laws and regulations pertaining to the Automotive Repair Act and the mandatory Vehicle Inspection and Maintenance Program; conduct inspections of repair dealers and licensed facilities to ensure compliance with the provisions of the law; prepare documented vehicles in order to detect incompetence or fraud; as a team member, participate with other staff to improve processes. Under direct supervision or as part of an investigative team, participate in conducting investigations and develop recommendations for appropriate disciplinary action; and perform other related work.

PROGRAM REPRESENTATIVE II (SPECIALIST), DEPARTMENT OF CONSUMER AFFAIRS

This is the more experienced journey level for the series. Under general supervision, incumbents may act as a lead person or technical resource person; independently investigate the more complex cases; provide suggestions and assist team leaders with the administration and enforcement of laws and regulations pertaining to the Automotive Repair Act and the mandatory Vehicle Inspection and Maintenance Program; act as team leader for quality improvement efforts. Incumbents may assist team leaders, team coordinators, and management in the following areas: training, communication, administration, planning, valuation/assessment, problem solving, quality improvement, and team leadership.

EXAMINATION INFORMATION

TRAINING AND EXPERIENCE EVALUATION – Weighted 100%

The examination will consist solely of a Training and Experience Evaluation. To obtain a position on the eligible list, a minimum score of 70% must be received. An applicant will receive his/her score upon completion of the Training and Experience Evaluation process.

[Preview the Training and Experience Evaluation.](#)

KNOWLEDGE AND ABILITIES

Knowledge and abilities for both levels:

Knowledge of:

1. Industry standards for the diagnosis and repair of automobiles.
2. The tools, equipment, and methods used in the repair, adjustment, and servicing of automobiles and automotive emission control systems.
3. Vehicle construction and repair (e.g., identification of automotive parts, collision repair techniques, frame repairs, and painting and refinishing applications).
4. Industry acronyms, abbreviations, pictographs, electrical symbols, wiring diagrams, weights, and measures.

Ability to:

1. Use industry standard shop equipment (e.g., air conditioning charging and recycling machines, wheel alignment machines, battery charger electrical testing equipment, autobody measuring equipment, and smog test equipment).
2. Understand and apply current automobile manufacturer information and specifications.
3. Determine the cause of automobile component failure or excessive wear.
4. Determine the necessity for replacing as opposed to repairing automobile components.
5. Work as a member of a team to reach a common organizational goal.
6. Be flexible, open-minded, and tactful when working with the public.
7. Verify correct diagnoses were made regarding automotive repairs.
8. Remain calm when working under pressure.
9. Reason logically while presenting an argument based on fact and evidence.
10. Manage time effectively, multi-task, and prioritize assignments in order to meet deadlines.

Additional knowledge and abilities for the Program Representative II level:**Knowledge of:**

1. The requirements and procedures for preparing investigation reports.
2. The requirements and procedures for preparing declarations to document facts for evidence in investigations.
3. The provisions of the Automotive Repair Act.
4. Common automotive repair business practices needed to conduct investigations.

Ability to:

1. Interact professionally and effectively with frustrated, angry, or emotional individuals
2. Work in a lead capacity to ensure the completion of group assignments and achieve group goals.
3. Identify inconsistencies in information that will require further investigation or verification.
4. Clearly and accurately communicate information in writing to a variety of audiences.

VETERANS' PREFERENCE POINTS

Veterans' Preference Points will be added to the final score of all competitors who are successful in this examination, and who qualify for, and have requested, these points through the California Department of Human Resources. Due to changes in the law, effective January 1, 1996, veterans who have achieved permanent civil service status are not eligible to receive Veterans' Preference Points.

CAREER CREDITS

Career Credits **will not** be added to the final score for this exam, because it does not meet the requirements to qualify for Career Credits.

CONTACT INFORMATION

If you have any questions concerning this examination bulletin, please contact:

California Department of Human Resources

Attn: Examination Services

1515 "S" Street, North Bldg Ste. 400

Sacramento, CA 95811

1-866-844-8671

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.

SPECIAL REQUIREMENTS

Applicants for the Program Representative I position shall have a work record clear of revocation or suspension of departmental-issued licenses for Lamp Installer Adjuster, Brake Installer Adjuster, and Smog Technician.

DRIVER LICENSE REQUIREMENTS

Applicants for positions in the Program Representative I, II, and III classifications must possess a valid driver license, a good driving record, and are expected to drive vehicles safely. Additionally, employees assigned to the documentation laboratories who are required to drive commercial vehicles must possess the appropriate commercial vehicle operator's license.

Applicants will be admitted to the exam without a commercial vehicle operator's license, but those employees who are required to drive commercial vehicles must obtain the license prior to completion of probation.

DRUG TESTING REQUIREMENTS

Where positions require the operation of commercial vehicles, applicants for employment and employees must submit to random drug testing for controlled substances and alcohol as required by State and Federal drug and alcohol testing regulations.

GENERAL INFORMATION

For an examination with a written feature, it is the candidate's responsibility to contact the testing department three weeks after the Final Filing Date if he/she has not received his/her notice.

If a candidate's notice of oral interview or performance test fails to reach him/her 3 days prior to their scheduled appointment due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at www.jobs.ca.gov and local offices of the Employment Development Department.

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

The California Department of Human Resources reserves the right to revise the examination plan to better meet the needs of the service, should the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and contact the testing department.

Hiring Interview Scope: In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience, and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development. For more information, you may refer to the [classification specification](#).

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Veterans' Preference Points: California Law (Government Code 18971-18978) allows the granting of Veterans' Preference Points in open entrance and open, non-promotional entrance examinations. Veterans' Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for, and have requested by mail, these points. **In open (only)** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans (5 points for widows, widowers, and spouses if the veteran was in the National Guard); and 15 points for disabled veterans. **In open, non-promotional** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, and 15 points for disabled veterans. Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference Points. "Permanent State civil service status" means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned, or were dismissed from State civil service are not eligible to receive Veterans' Preference Points. Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application (Std. Form 1093), which is available at <http://jobs.ca.gov/Job/VeteransInformation>, and the Department of Veterans Affairs.

TAKING THE EXAM

When you click the link below, you will be directed to the Training and Experience Evaluation. At the end of the Training and Experience Evaluation, it will be instantly scored.

[The Training and Experience Evaluation.](#)